

Psychological Service Associates, Inc.

3421 E State Blvd, Fort Wayne, IN 46805

Telephone: (260) 482-8427

Notice to all current and prospective patients:


Due to the extraordinary circumstances we currently face with the COVID-19 pandemic which threatens all our health and well-being and the national emergency declarations and orders by the Governor of Indiana to practice “social distancing”, I have decided to change how I practice psychology until this emergency is resolved. **Beginning Monday, April 6, 2020, I will be offering telehealth services by appointment during the hours I have typically been in the office.** Telehealth services involve having a secure video connection between the provider (me) and you.

At the time of your appointment, you can access the telehealth session portal by directing your web browser to: <https://doxy.me/drtimbrook> which is my virtual waiting room. When I am ready to begin our session, I will invite you into my virtual office, where we can talk just like we did when you are in my physical office. With accessibility in mind, Doxy.me was made to be extremely simple and easy to use for both clinicians and patients. Doxy.me is free to use and does not involve cost to you above the regular cost of my services. It requires no software downloads and is HIPAA & HITECH compliant. All data are encrypted, your sessions are anonymous, and none of your information is stored by the website. You can access this website on your home computer (PC or Mac, using Chrome, Firefox, or Safari web browsers) or on your smartphone (Android smartphones can use Chrome browser and iPhone can use Safari browsers). Instructions are included on the back of this page.

If you choose to use this telehealth service, I encourage you to make sure that you have privacy and are free from distractions so that we can make the most of our time together. If you have no computer with webcam (and broadband internet access) or a smartphone we can hold our sessions by telephone. For urgent situations, you can reach me by telephone as needed.

I will only be meeting with patients in my office face-to-face under special circumstances to protect the health of my patients, my office colleagues and staff, and myself.

During this national emergency, many insurance companies, Medicare, and Medicaid have changed their policies to reimburse for telehealth sessions. Some third-party payers have also agreed to pay for telehealth therapy sessions. Most insurance companies will not provide any reimbursement for therapy sessions by telephone. Please contact the insurance company that issues your policy.



Rodney E. Timbrook, Ph.D.
Health Service Provider in Psychology
Licensed Clinical Psychologist
License: IN 20041416A

GETTING STARTED FOR CLIENTS

How to check in for your video visit

1 Use a computer or device with camera/microphone



PC and Mac
Chrome | Firefox | Safari

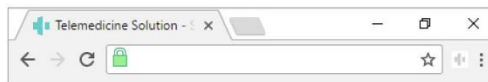


Android
Chrome



iOS
Safari

2 Enter your clinician's doxy.me web address into the browser



3 Allow your browser to use your webcam and microphone



4 Type in your name and click check in



- ✓ Secure
- ✓ No software to download
- ✓ HIPAA compliant
- ✓ No registration needed

5 Your care provider will start your visit

Call Tips

- Make sure you have a good internet connection
- Restart your device before the visit
- Test your camera and mic from the waiting room
- Need help? Send us a message <https://doxy.me>